



Philadelphia Water Department: Info for Landlords

Landlord Gateway Series
September 14, 2023



PHILADELPHIA
WATER
— DEPARTMENT —



**Text "PWD Alerts" to 468311
to receive important messages**



Agenda

1. Lead in Home Plumbing
2. PWD Construction projects
3. City-wide Meter Upgrade (AMI)



Lead and Home Plumbing



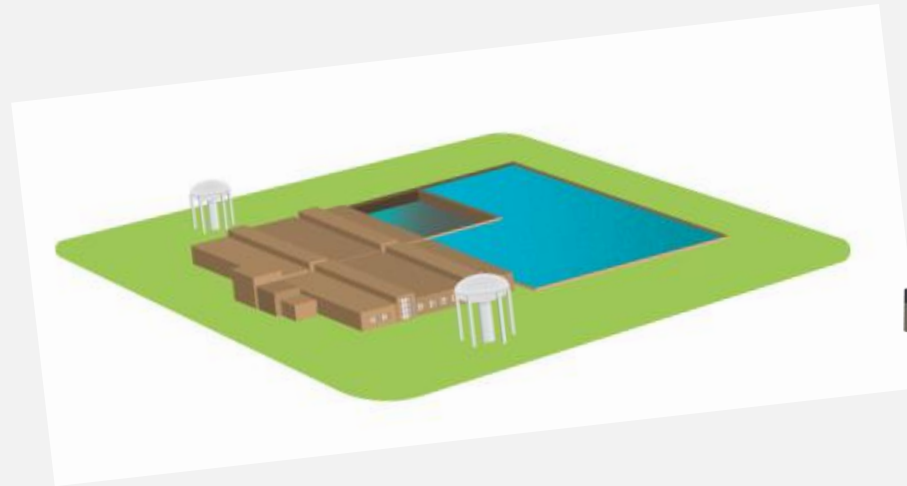
Philadelphia Water Department | Landlord Gateway Series



If a high level of lead is found in drinking water, it does NOT come from these places:



NOT
from Philadelphia's
water sources.



NOT
from water
treated
at our plants.



NOT
the city's network of
water mains.

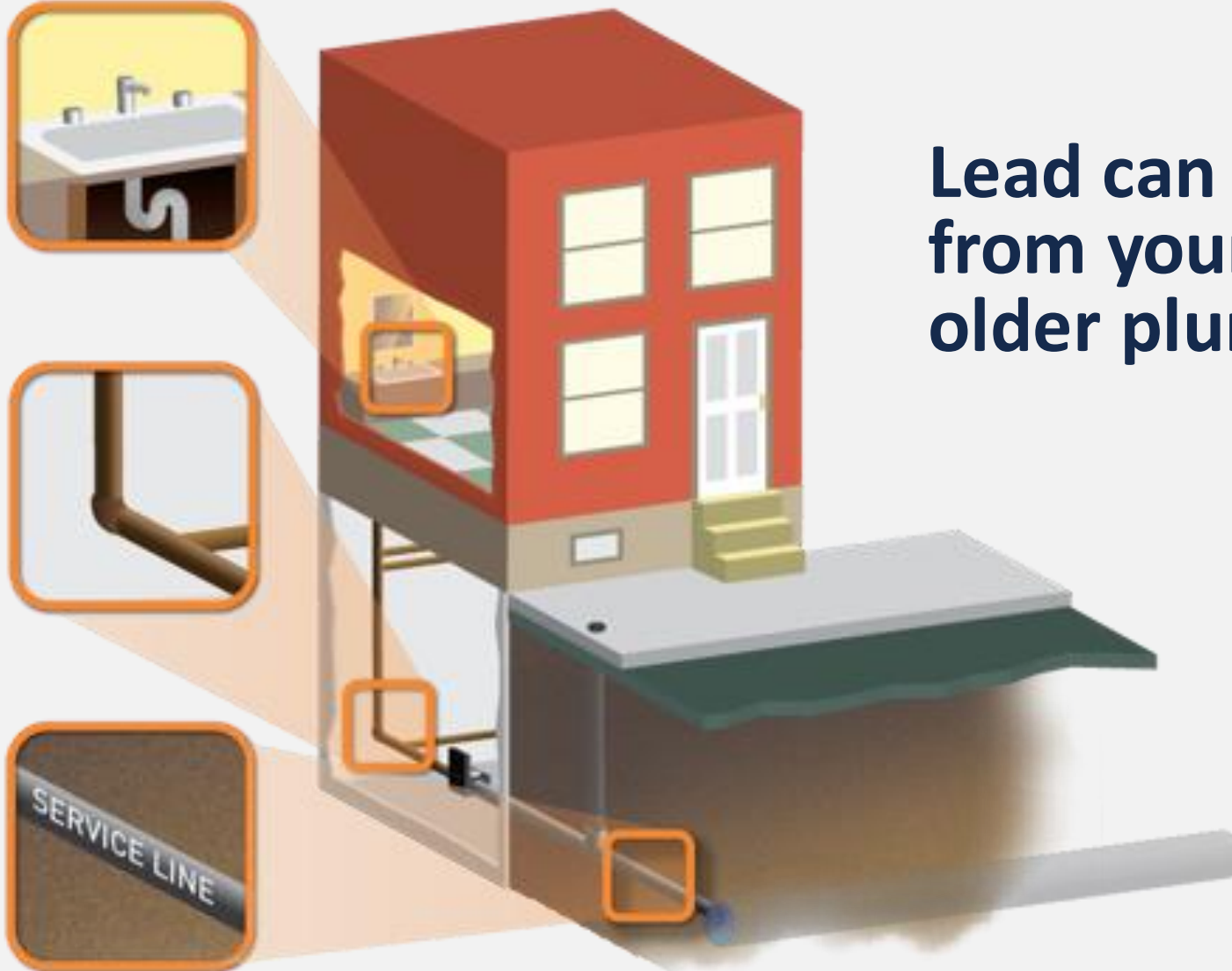
Older fixtures



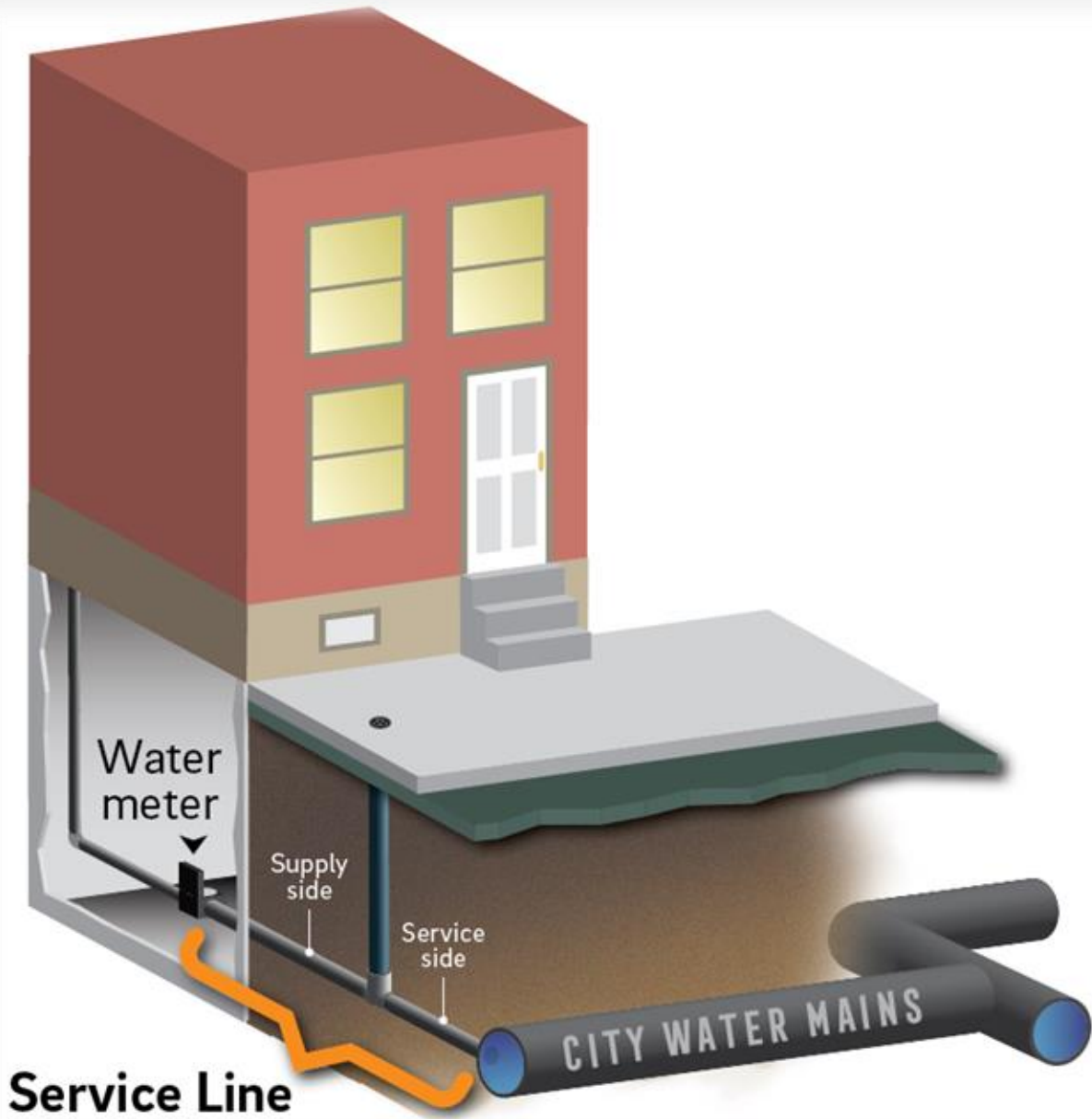
**Old solder
where
pipes are
joined**



**Customers'
service lines**



**Lead can come
from your property's
older plumbing.**

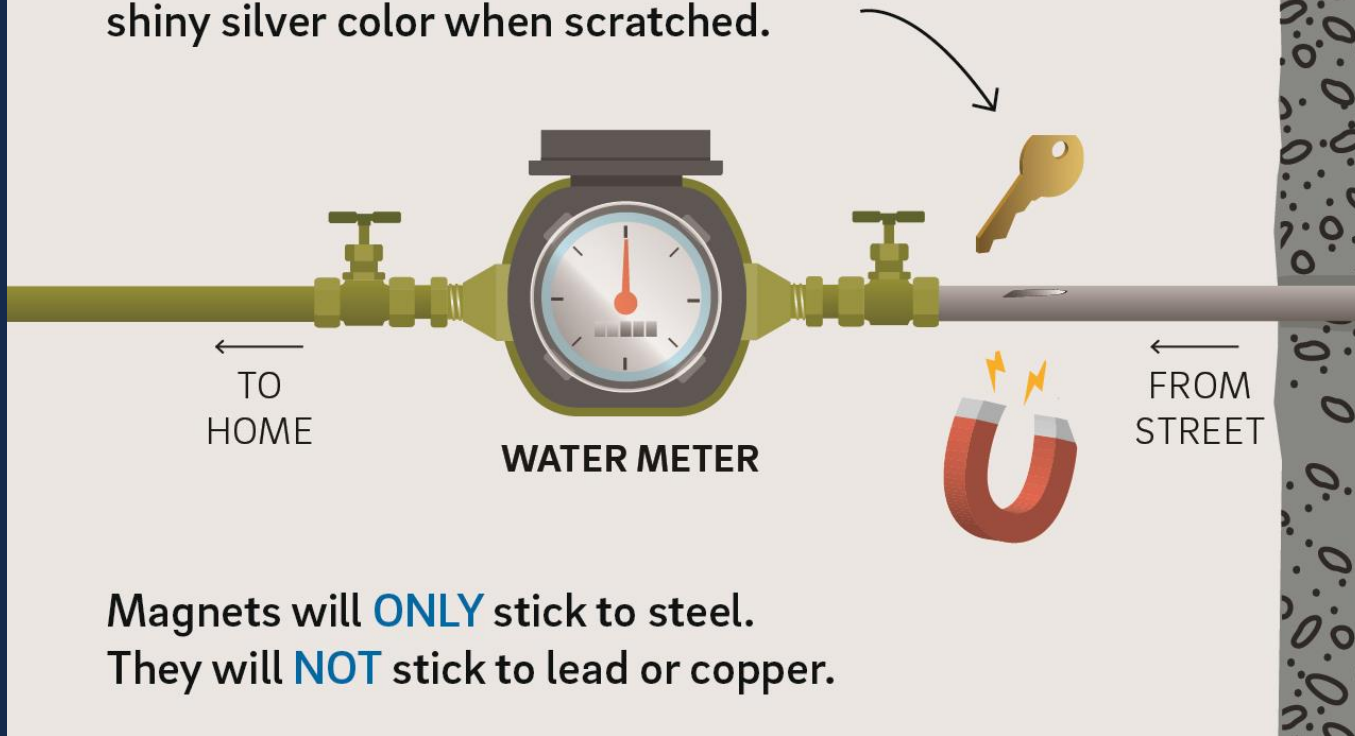


Meet your Service Line

The service line is a **pipe** that carries clean water from the City's network of water mains into your home. It's a part of your property's plumbing, even though it's underground. **If you own your property, the service line is your responsibility.**

Checking Your Service Line for Lead

Lead is dull, very soft, and will turn a shiny silver color when scratched.



Magnets will **ONLY** stick to steel.
They will **NOT** stick to lead or copper.

Possible Pipe Materials



Lead



Copper



Galvanized Steel

Checking a service line for lead



Copper pipe, scratched by coin



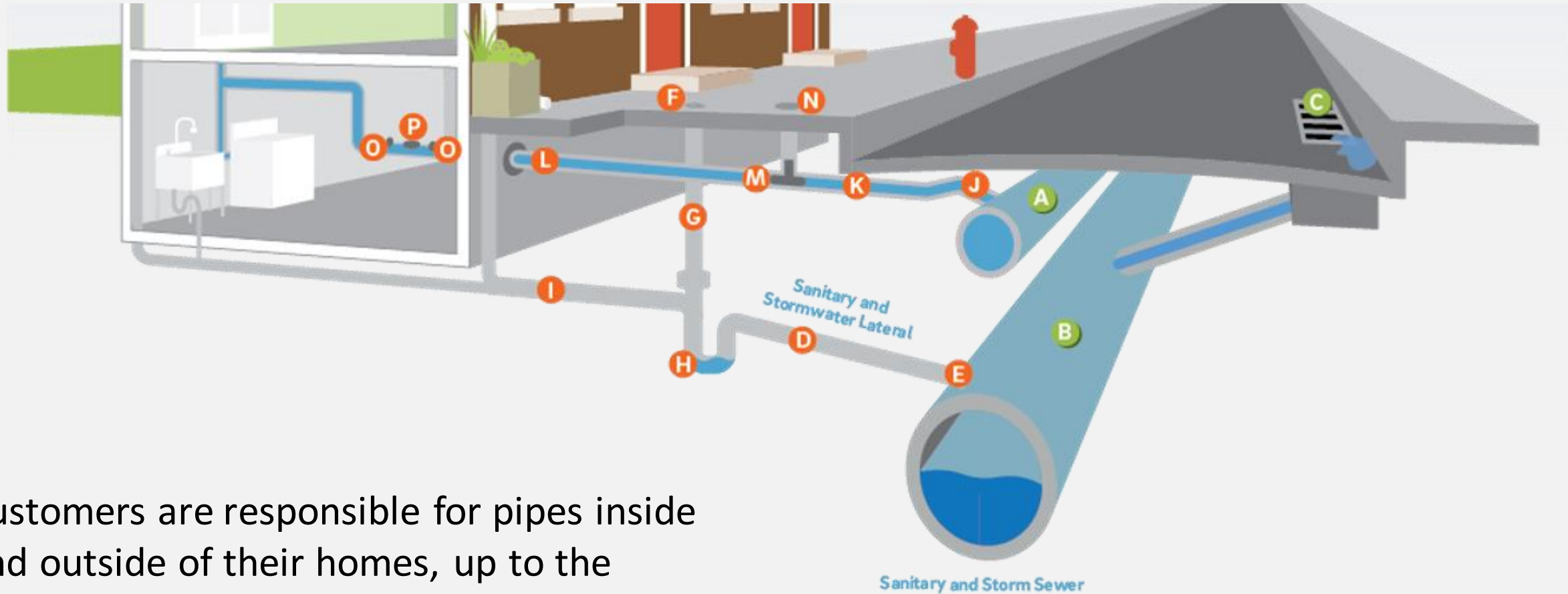
**Lead Test kit– Red Dot Appears
(make sure to test pipe, not paint!)**



Lead Pipe Test: Scratch, and use magnet.

Instructions and videos: water.phila.gov/lead

Customer Responsibilities



Customers are responsible for pipes inside and outside of their homes, up to the water and sewer mains in the street.

Homeowners Emergency Loan Program (HELP LOAN)

HELP Loan: To cover costs of plumbers

- Available to LLCs and owners of multiple properties
 - Zero interest loan for customers who receive a **Notice of Defect (NOD)**
- OR**
- want to replace a **Lead Service Line**
- Five-year monthly payment plan
 - Covers: Sewer laterals, water servicem lead service lines

water.phila.gov/help
(215) 685-4901



Service Line Replacement During Water Main Work



When the Philadelphia Water Department replaces a water main, we will also replace any lead service line from the main all the way to the customer's meter.

This will be done at no cost to the customer, but permission is needed to complete this valuable service.

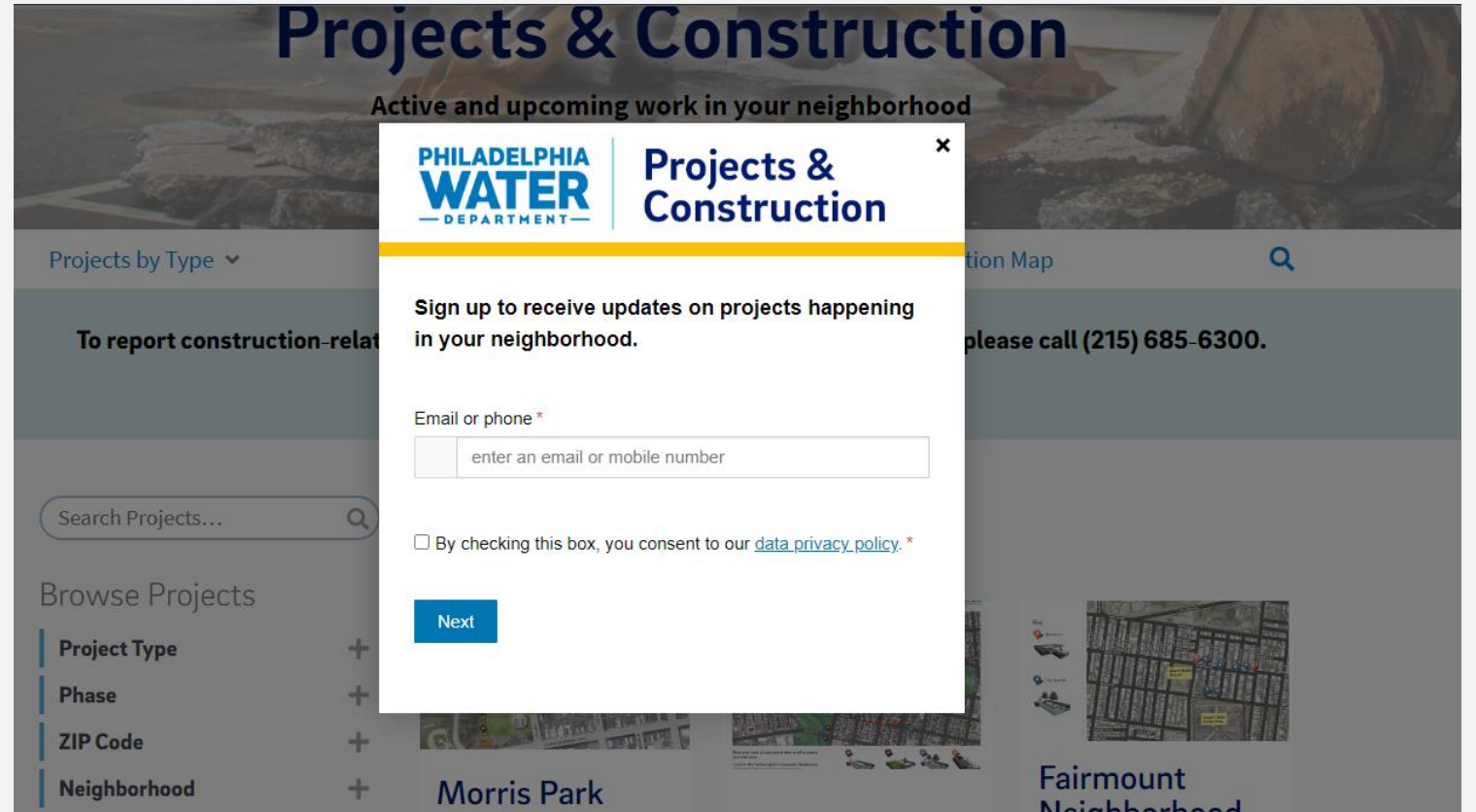


Projects and Construction

Projects and Construction Website

water.phila.gov/projects

- Sign up for email or SMS messages
- Get contact information for problems with construction
- View a map with current and planned projects



Individual project pages have important information for you and your tenants.

Current Phase: Pre-Construction, NTP Issued



START: Estimated June 2023

COMPLETION: Estimated January 2024



Streets Affected

- **Lindley Ave.** from N. 9th St. to Old York Rd.
- **N. 13th St.** from Lindley Ave. to Windrim Ave.
- **Old York Rd.** from Lindley Ave. to Wagner Ave.
- **N. Marvine St.** from W. Ruscomb St. to W. Duncannon Ave.

For worksite issues, contact:

- **Dean Lloyd (JMT)**
Inspector (on-site)
267-567-9191
- **David Hamilton**
Project Engineer
David.P.Hamilton@phila.gov ✉
267-592-8019
- **Nasser Albarouki**
Division Engineer
Nasser.Albarouki@phila.gov ✉
215-380-3881

For more information, contact:

- **Amy Hopf**
PWD Construction Liaison
amy.hopf@phila.gov ✉

Service Line Replacement During Water Main Work



When the Philadelphia Water Department replaces a water main, we will also replace any lead service line from the main all the way to the customer's meter.

We'll contact you before the project begins by letter sent to both the property address and the billing address

Important information about LSL Replacement during PWD construction

- Work is done at no cost to the property owner
- Property owners must give their permission by signing the authorization form
- Property owner or designee, at least 18 years in age, must be at the property when the contractor performs the work.
- The property owner is responsible for the restoration of property disturbed as part of the service line replacement.

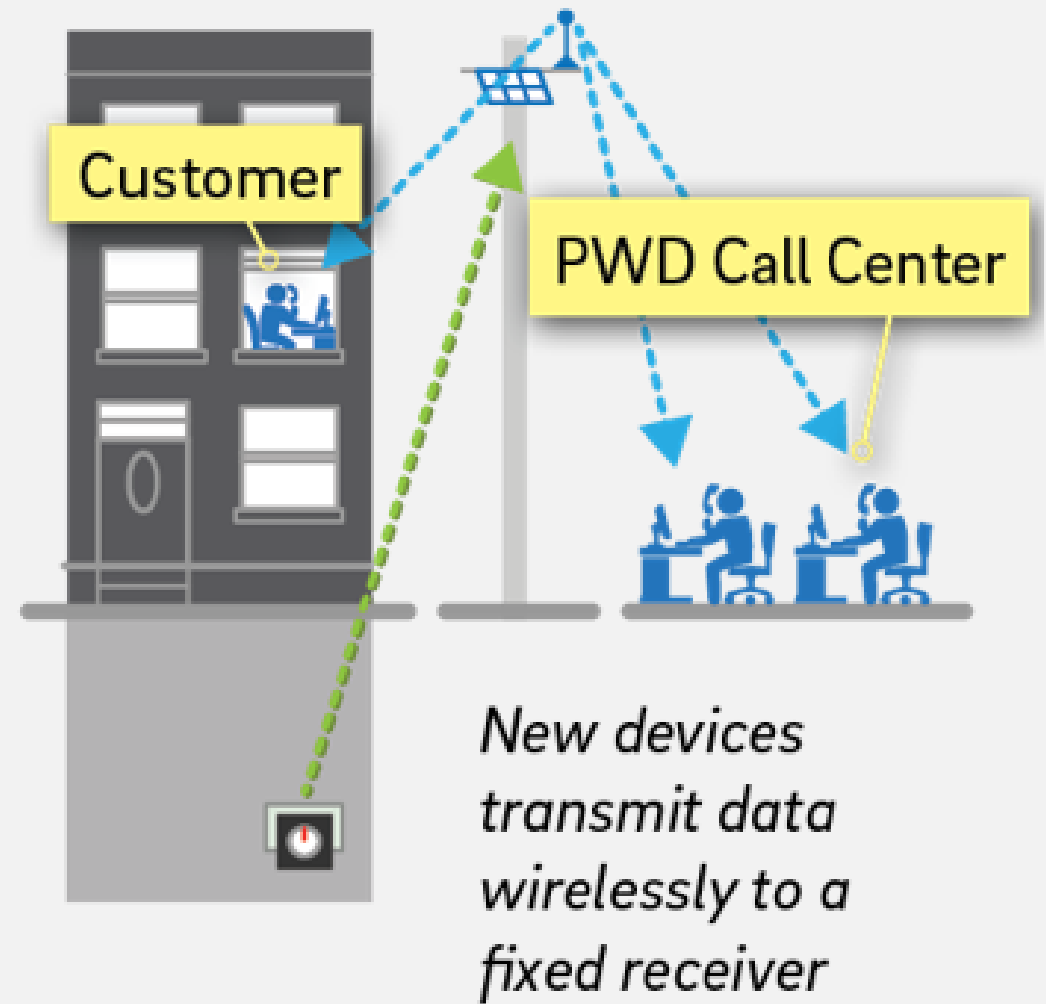


City-wide Meter Upgrades (AMI)



AMI Overview

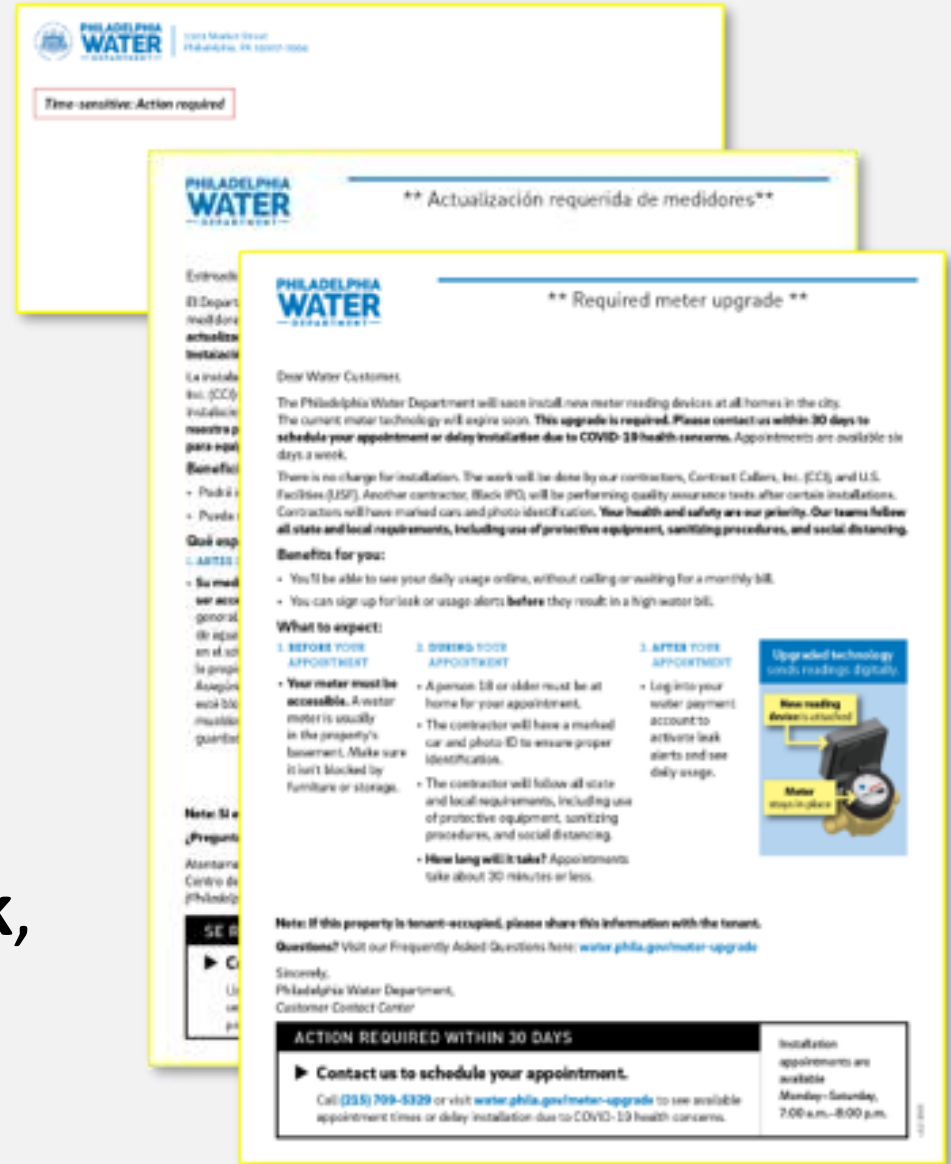
- We are updating meter reading devices at all homes in Philadelphia.
- You'll be able to see your daily usage online, without calling or waiting for a monthly bill.
- You can sign up for leak or usage alerts before they result in a high water bill.



ADVANCED METERING INFRASTRUCTURE (AMI)

AMI Outreach

- You will be contacted by letter ➤
Letters go to the property and the billing address
- There is **no charge** for this installation.
- Appointments can be scheduled by **phone or online**.
- Appointments available **six days a week**, 7:00 a.m. – 8:00 p.m.
- We shut off for non-compliance



ADVANCED METERING INFRASTRUCTURE (AMI)

AMI Installation

- Installations are handled by PWD-approved contractors ➤
Your health and safety are our priority.
- Appointments typically take **30 minutes or less.**

Learn more:
water.phila.gov/projects/ami



Upgraded technology
sends readings digitally.

New reading device
is attached

Meter
stays in place





Questions?

